

# Chapter 4

## Section 1

# Nonverbal Communication

- You can communicate thousands of things without ever saying a word.
- Eyes, facial expressions, hands, total body
- All of these are used in nonverbal communication.

# Body Basics

- Body Language is also called “silent language”
- It is the way we use our bodies to send messages.
- Practical Example: make the OK sign with your hand and wait for further instructions.

# Body Language Wins

- In most areas, body language always wins over our verbal communication.
- Translated: People get more from what they see in us as we speak than they hear from our words.”

# Why???

- People usually remember more of what they see than what they hear.
- We have learned that it helps us recognize the truth.
- When words and body language are not in sync, it is our words that are doubted

# Complicated!!

- Complicated feelings spill out in the form of body language.
- If you are angry, it shows, you can try to control your voice and your body language, BUT often there is “leakage” of feelings from our body language.

# Diversity

- Experts once estimated that humans produce up to 700,000 different physical signs.
- 250,000 different facial expressions.
- 5000 hand gestures
- 1000 postures

# Learning to Read Body Language

- It is an inexact art.
- Certain movements or facial expressions may be quite meaningful or meaningless.



# Positive Body Language

- Relaxed Posture
- Arms relaxed
- Good Eye Contact
- Nod Agreement
- Smile at humor
- Lean Closer
- Use gestures
- All in moderation!!

# Negative Body Language

- Body Tension
- Arms folded
- Speaking hand to mouth
- Fidgeting
- Yawning

# Using Body Language Effectively

- Body language can be a barometer for what a person is feeling
- BUT
- Changing your body language can change how you feel as well.

# Activity

- Mirror image
- Grab a partner and decide who is going to speak first and have a conversation.
- While your partner speaks become a mirror image of them. Assume the same posture and facial expressions.
- Switch roles

# Feedback

- What were your partner's characteristic gestures.
- Clean sheet of paper describe your partner's body language.
- What did you observe most often, and what did it tell you about what they were saying?

# Chapter 4

## Section 2

# Interpreting Nonverbal Messages

- Learning to read body language is complicated by the fact that people often express different and even contradictory messages.



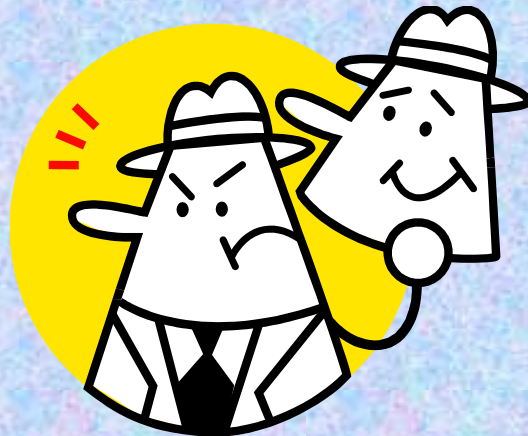
# Common Example

- We've all seen and heard this...
- Face red, eyes bulging, "Angry? No, I'm not angry!"





- We all try to put on a false front at times.
- Keeping a straight face to not hurt someone's feelings.
- Trying to act calm when you don't want someone to worry about you.



# Massaging the Message

- We attempt to use our bodies to disguise our real feelings.
- We learn to “behave” ourselves and hide our true feelings.
- But it is hard to turn in a PERFECT performance.

- So, we often slip up and let who we are, or what we really mean slip out in our behavior.



# Tips for Reading the TRUE meaning

- Don't just look, but *SEE*
- Consider the person's normal physical and verbal behavior patterns
- Be alert for variations from the norm
- One signal is not enough, look for clusters of signals

# Facial Expressions

- We pay a great deal of attention to facial signals.
- Although the face can make hundreds of distinct movements, communicating many emotional states, 6 emotions are the most recognized

# Foundations of Expression

• Surprise 

• Disgust



• Fear 

• Happiness

• Anger 

• Sadness



- Blends of these emotions account for nearly all of our facial expressions.
- If you watch a person's face in slow motion you discover that people change expression rapidly.

# Observe the following video clip

- First a regular speed, then in slow motion.





- Some of these fleeting expressions reveal a person's true feelings, but are quickly replaced by deliberate expression.



**Option Activity**

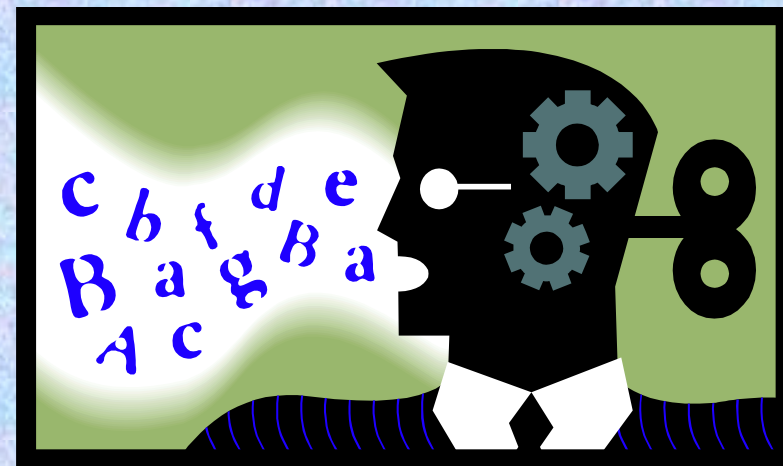
**Choose 1**

1. Draw 10 stick figures, each making a different gesture. Label each figure with a phrase designating what the gesture communicates.
2. Draw 10 simple faces, each with a different facial expression. Label each face with a phrase designating what each expressions communicates.





# Tone of Voice

- Offers a valuable clue to a speaker's feelings.
- Pitch and timbre (distinctive tone)
- Pauses and rhythm



# Rate of Speech

- People talk fast when they are...

- excited  or anxious 

- Trying to persuade or sell us something



- People talk more slowly when...



- Depressed



- Disgusted



- Or simply tired



# How to Tell if Someone is Lying

- General body postures can be very revealing b/c we are not fully conscious of them.
- Legs and feet are the parts of the body where we have the least awareness.



# Lying “Tells”

- Decreased hand activity
- Increased face touching
- Stiff and Rigid Posture
- Increased Body Shifting





Do Now

What do these gestures mean?



# Cultural Differences

- Generally we expect to communicate better face to face.
- Nonverbal information (appearance, tone, expressions) provide extra information

- When cultural differences are involved, more nonverbal is not always better.
- When someone is not in good command of a foreign language, you tend to lose some command over your nonverbal expressions.

# Gestures Around the World

- With 5000 different gesture possibilities, why is it that we use the same ones over and over?
- Habit of everyday situations.
- But many of our gestures do not translate with other cultures.

## For example

- Nodding the head means “Yes”— unless you live in Bulgaria or parts of Turkey, Greece, and Iran, where it means “No”

- Tapping your head with your forefinger can have two meanings.
  1. Someone is intelligent
  2. Someone is crazy
- It all depends on the facial expressions that go with the gesture.

# Signs of Greeting

- Roman Empire
  - hand and forearm clasp to show that no party was carrying a weapon.

# Project

- Choose a prominent foreign country.
- Research, Research, Research!
- Find out everything you can about non verbal communication and offensive behaviors in that country.



# Travel Brochure

- Once you have found enough information...
- Create a brochure for someone who will be traveling to that country.
- Focus on behaviors to exhibit and behaviors not to exhibit while a guest of that country.

# Write this down!!!

- I can not print this for you, so EVERYONE needs to write the following information down neatly and keep up with it.
- I will not give this to you again. Write it down so you will have it when the time comes.

# Required Elements

- Geographic location and picture of country
- Introduction about cross cultural non-verbal communication
- Do's and Don'ts in the following areas:
  - Greetings
  - Offensive gestures
  - Mealtime etiquette
- Any other important information about communication that a traveler to this country might need
- Illustrations or pictures as necessary

- Your brochure may be typed or hand written.
- Pictures may be drawn, cut and pasted, or printed on the brochure.
- Remember that neatness and organization are 40% of the grade.
- All group members should be working at all times.
- Sitting around doing nothing is unacceptable.

# Computer Set Up

- Microsoft Word
- Landscape orientation
- 3 columns
- 1<sup>st</sup> page columns the right way
- 2<sup>nd</sup> page, because it is the back of the pamphlet, reverse the order of the columns.
- 1<sup>st</sup> column is actually the very back of the pamphlet, so it needs to be your sources and group members. Middle column is the last of your information, last column on screen will print as the first column of the back side.